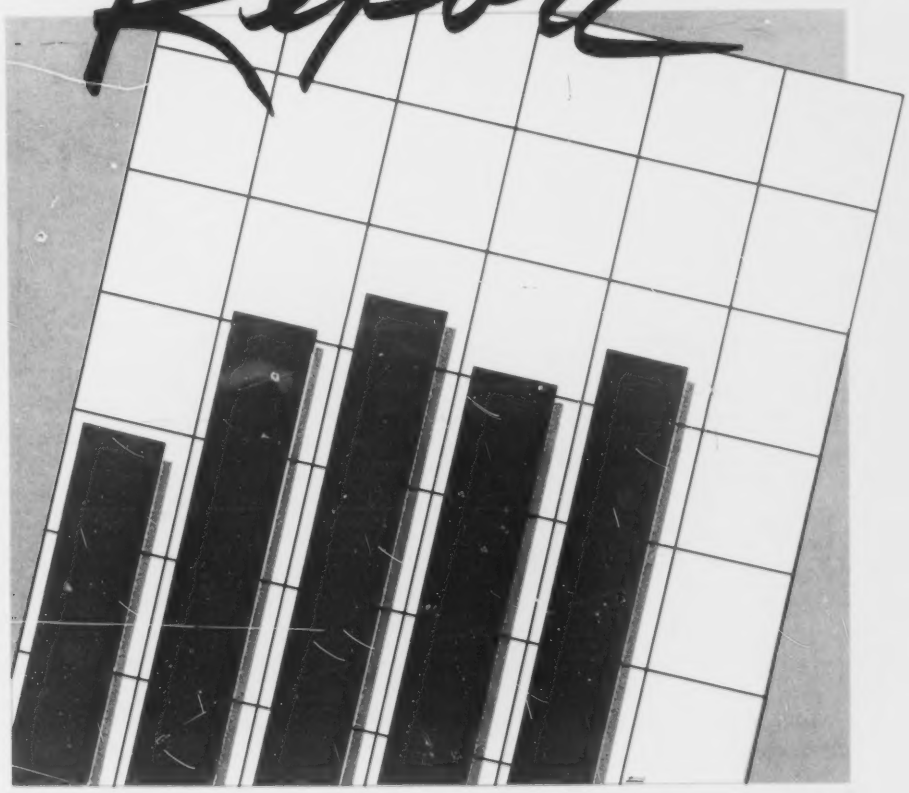
OKLAHOMA DEPARTMENT OF HUMAN SERVICES

A·N·N·U·A·L Report



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July 1, 1984 to June 30, 1985

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COMMISSION
FOR HUMAN SERVICES

State of Oklahoma
Department of Human Services

Sequoyah Memorial Office Building
P.O. Box 25352
Oklahoma City, Oklahoma 73125

ROBERT FULTON
Director of Human Services

November 1, 1985

The Honorable George Nigh
Governor of the State of Oklahoma

Dear Governor Nigh:

The fiscal year 1985 annual report of the Department of Human Services is forwarded in accordance with Section 162 (f), 56 O.S. 1981. This report also contains the annual report on programs serving Oklahoma's children and youth required by Section 1403.4, 10 O.S. 1981.

In a few weeks a statistical supplement will be issued providing additional details on the fiscal 1985 work of the Department of Human Services.

Fiscal 1985 was a year in which, despite continuing fiscal restraints and 2 percent fewer full-time equivalent employees, the Department of Human Services was able to achieve in large part what it set out to do:

- Fiscal 1985 was the department's first full year of operation under a goal setting and progress tracking process known as the Priorities, Allocations and Tracking System (PATS). It was a year in which accountability was strengthened through identification of more precise goals and objectives, development of action plans and monitoring progress of efforts to improve service delivery and management effectiveness.
- Five regional offices were opened to strengthen field management, decentralize decision making and provide improved cross-fertilization among DHS programs.
- A record 7,900 placements in full-time, unsubsidized jobs for recipients of Aid to Families with Dependent Children were achieved, an increase of 28.7 percent over last year. Another 5,000 persons with disabilities were placed in productive employment through the Rehabilitation Services program.
- The department implemented new federal legislation strengthening work incentives by providing additional medical coverage for AFDC families making the transition from public assistance to gainful employment and extending the time period for disregarding a portion of earned income.
- A pilot job search project was instituted for food stamp applicants, with encouraging results.
- Commission and legislative approval was obtained for the first AFDC benefit increases in six years.
- Federal Medicaid coverage was extended, for the first time, to include medical services for unborn children whose mothers meet financial eligibility requirements.
- Substantial progress was made in improving institutional and non-institutional services for the mentally retarded. The number in group homes increased to 402 from 233 last year. The number receiving training and work experience in DHS subsidized sheltered workshops increased to 1,525 from 1,339 last year.
- In a landmark development for mentally retarded Oklahomans and their families, a federal waiver was granted to permit use of Medicaid dollars for in-home and other community-based health care services. The number of clients served in the three state schools for the mentally retarded was reduced from 1,650 to 1,510, and a major upgrading of facilities and services in those schools was nearing completion as the fiscal year ended.
- Successful diversion efforts in juvenile programs were reflected in a 23 percent decrease in the number of juveniles who were jailed.
- All DHS programs for delinquents were accredited during the year by the Commission on Accreditation for Corrections; all DHS juvenile residential facilities now meet standards set by national accreditation commissions.
- A new program of independent living services for the severely disabled was launched.
- Substantial expansions were made in services delivered to frail elderly and disabled adults in their own homes through both the Home Maintenance Aide and Non-Technical Medical Care programs. Almost four million meals were provided for about 49,000 elderly Oklahomans to assist them to maintain their health and independence.
- Intensive efforts were targeted on recruiting volunteers in every major program area of DHS. New efforts were undertaken in forming advisory councils of area social agencies through which DHS county offices link department programs more closely with other public and private human service efforts.

In short, fiscal 1985 was a year of substantial service improvement, of improved management and accountability and of improved stewardship of resources by the Department of Human Services on behalf of the people of Oklahoma.

David Walters, Chairman
Commission for Human Services

Robert Fulton
Director of Human Services

Oklahoma Commission for Human Services

Chairman
DAVID L. WALTERS
Okla. City
(5-83 to present)

Vice Chairman
W.E. FARHA
Bristow
(12-53 to 1-63 and 11-72 to present)

REGINALD D. BARNES
Tulsa
(2-62 to present) (Chairman 1969-1985)

WAYNE CHANDLER
Okla. City
(8-85 to present)

ROBERT FULTON
Director of Human Services

Department of Human Services

SHARON SHARP
Secretary to the Commission & the Director

CHASE GORDON
Advocate General

DEBORAH ROTHE
Ombudsman

SAM ARMSTRONG
Special Assistant for Public Information

DAVID SHAFER
Special Assistant

CHARLES McDERMOTT
Special Assistant Resource Mobilization

Program Components

Responsible for administering one or more programs assigned to DHS.

HANNAH ATKINS
Assistant Director for Services for the Aging

JEAN COOPER
Assistant Director for Developmental Disability Services

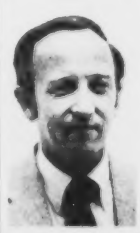
MICHAEL FOGARTY
Assistant Director for Medical Services

Support Components

Responsible for essential policy and administrative functions for all DHS programs.

WINSTON BARTON
Assistant Director for Finance & Administration

CHARLES GARRETT
Assistant Director for Audit & Review



STACY HALL
Assistant Director for Personnel Resources

ALBERT FURR
Atoka
(7-83 to present)

R.M. GREER
Enid
(8-53 to present)

TRAVIS HARRIS
Okla. City
(9-85 to present)

MRS. JANE HARTLEY
Vinita
(3-70 to present)

JOHN E. ORR
Okla. City
(3-85 to present)

Established by a 1936 amendment to the state constitution, the Oklahoma Commission for Human Services is the nine-member governing board for the Department of Human Services. Members are appointed by the Governor to staggered nine-year terms, with one term expiring each August.

Commissioners who served during fiscal 1985 and are no longer on the Commission are pictured below.

LEON N. GILBERT, M.D.
Bethany
(10-62 to 9-85)

CARL E. WARD, O.D.
Sayre
(4-72 to 8-85)

DAVID W. WAY
Norman
(9-82 to 3-85)

MARGARET JANOWSKI
Administrative Secretary

WOODROW HOGUE
Assistant Director for Payments & Services

ANTONIO PADILLA
Chief Executive Officer for Oklahoma Teaching Hospitals

CONLEY TUNNELL
Assistant Director for Children & Youth Services

JAMES WEST
Assistant Director for Rehabilitation Services

DAN FITZGERALD
Assistant Director for Field Operations

VIANN HARDY
Assistant Director for Management Information

GEORGE MILLER
Assistant Director for External Relations

THOMAS SELF
Assistant Director for Policy Analysis

CHARLES WATERS
General Counsel

HIGHLIGHTS

Fiscal 1985 was the first year in which DHS applied the Priorities, Allocations and Tracking System (PATS), the Department's management-by-objectives planning process. Under PATS, each division proposes objectives or perfomance targets. The Director reviews the division recommendations and selects high priority objectives for periodic progress reporting.

In fiscal 1985 PATS objectives provided the first formal long range planning in recent DHS history. In the following pages, noteworthy PATS achievements are highlighted for each division as "1985 Accomplishments."

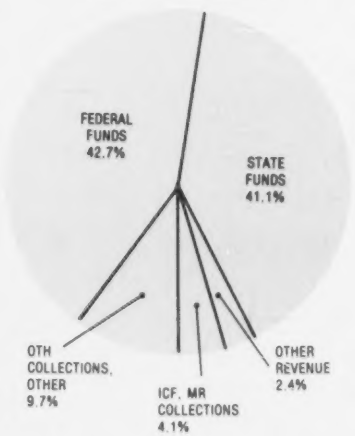
Fiscal 1985 was a year of slow convalescence for Oklahoma's economy, still pinched by a lagging recovery from the recession and oil slump that began in 1982 and longer-term problems in the agricultural sector. Oklahoma was among the last states to experience the nationwide recession of the early 1980s. As most of the rest of the nation experienced economic recovery in 1984 and 1985, Oklahoma continued to experience lingering adverse effects. These effects were reflected in still-heavy caseloads for DHS public assistance programs.

An indicator of the state's economic health is the sales tax revenue, nearly two-thirds of which is now appropriated by the Legislature to the DHS Human Services Fund. Receipts had declined $61 million—nearly 20 percent—from 1982 to 1984. In fiscal 1985 the DHS share of sales tax receipts increased by 10.1 percent over fiscal 1984, to a total of $404.86 million. This increase was due to the removal of the tax exemption on beer and cigarettes in late fiscal 1984.

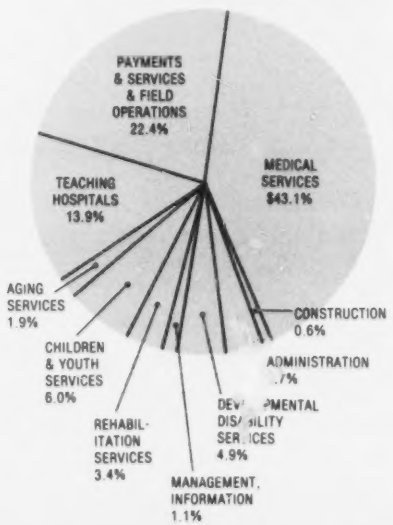
Sales tax revenue was supplemented by $40.8 million in legislative transfers, advances and special appropriations. Federal funding increased by 5.6 percent, to $463.11 million, for total receipts of $1.084 billion. Expenditures totaled $1.059 billion. It was a tight budget, registering a modest increase of 2.5 percent over the previous year, and almost precisely the same expenditure level that the department had experienced two years earlier in fiscal 1983.

It was the sixth straight year without an increase in benefit levels for the Aid to Families with Dependent Children program, but as the year ended, gubernatorial support and legislative endorsement had been obtained for increases to become effective early in fiscal 1986. In addition, the Commission for Human Services established new, more realistic definitions of economic need which provide a significant reference point for future consideration of benefit increases. New federal rules made it possible to ease the often difficult transition from public assistance to gainful employment: medical benefits were extended for many

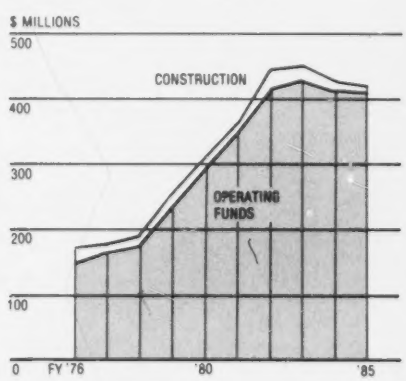
DHS Receipts
Total: $1,084.6 million



DHS Expenditures
Total: $1,059.4 million



DHS state funding*
FY 1976—1985



*State funds expended

families whose cash assistance cases are closed because of earned income. For Medicaid purposes, the time period for disregarding a portion of earned income was extended.

Medicaid was also expanded by federal mandate to cover first-time pregnancies for single women and in two-parent families where the principal wage earner is unemployed.

DHS exceeded its job placement goals as nearly 8,000 AFDC applicants and clients entered full-time, unsubsidized jobs through the agency's Employment and Training program; 2,000 AFDC recipients were trained in non-profit job slots in the Community Work Experience program; and another 5,000 clients with disabilities were successfully rehabilitated and placed in productive employment through the Rehabilitation Services program.

DHS received a waiver to permit use of Title XIX Medicaid funds to expand in-home and community-based health care services to enable mentally retarded and other developmentally disabled citizens to remain in their own homes.

As the year ended, all DHS programs for delinquent youth had been fully accredited; a final report was pending from the Child Welfare League of America to complete accreditation for all the agency's children and youth programs.

Construction began at Oklahoma Teaching Hospitals to house a revolutionary technological advance known as Magnetic Resonance Imaging, which detects tumors and other body abnormalities without the use of X-rays or other forms of radiation.

And finally, in a program that depended on ingenuity rather than cash, the agency launched an intensive effort to recruit volunteers, including a booth at the Oklahoma State Fair promoting volunteer opportunities in every major program area.

Services delivered to clients*

Program Activities	Avg. Monthly
Field operations	
Assistance payments	137,000
Food stamps	262,000
Social services	43,000
Medical services	67,000
Children & youth services	12,000
Developmental disability services	3,000
Rehabilitation services	24,000
Services for the aging	68,000
Teaching hospitals	25,000

* A person may receive two or more services in different programs during the month; therefore service totals do not provide an unduplicated count of clients.

Employees providing the services

Average Full-time Equivalents	1984	1985	Percent of change
Field operations	2,688.3	2,592.3	− 3.6%
Payments and services	192.5	179.7	− 6.6%
Children and youth services	1,692.1	1,742.3	+ 3.0%
Developmental disability services	2,107.4	2,171.3	+ 3.0%
Medical services	277.1	265.5	− 4.2%
Rehabilitation services	940.1	864.3	− 8.1%
Aging services	124.3	123.5	− 0.6%
Administration, management information, construction	969.7	993.3	+ 2.4%
Sub-total	**8,991.5**	**8,932.2**	**− 0.7%**
Teaching hospitals			
Regular employees	3,774.4	3,571.3	− 5.4%
Residents	471.9	484.8	+ 2.7%
Total	4,246.3	4,056.1	− 4.5%
Total FTEs without residents	**12,765.9**	**12,503.5**	**− 2.1%**

How the money was spent

Field operations	$ 66.77 mil.	$ 66.42 mil.	− 0.5%
Payments and services	$165.44 mil.	$169.72 mil.	+ 2.6%
Children and youth services	$ 61.91 mil.	$ 64.38 mil.	+ 4.0%
Developmental disability services	$ 47.22 mil.	$ 51.81 mil.	+ 9.7%
Medical services	$441.80 mil.	$456.74 mil.	+ 3.4%
Rehabilitation services	$ 38.91 mil.	$ 35.50 mil.	− 8.8%
Aging services	$ 19.24 mil.	$ 20.07 mil.	+ 4.3%
Teaching hospitals	$146.07 mil.	$147.74 mil.	+ 1.1%
Administration	$ 29.91 mil.	$ 28.26 mil.	− 5.5%
Management information	$ 11.80 mil.	$ 11.84 mil.	+ 0.3%
Construction	$ 4.39 mil.	$ 6.92 mil.	+ 57.6%
Total expenditures*	**$ 1.033 bil.**	**$ 1.059 bil.**	**+ 2.5%**

* After adjustment for double counting due to payments from the Medicaid program to the teaching hospitals, state schools for the mentally retarded and juvenile institutions, total income in FY 1985 was $999.8 million and total expenditures were $974.5 million.

Numbers do not include food stamp coupon value of $131.4 million and value of food commodities at $48.7 million in FY 1985 and food stamp coupon value of $118.9 million plus value of food commodities at $38.5 million in FY 1984.

Sources of DHS revenue

Federal funds	$438.56 mil.	$463.13 mil.	+ 5.6%
2 percent sales tax*	$367.87 mil.	$404.86 mil.	+ 10.1%
Transfers, advances, special appropriations	$ 52.66 mil.	$ 40.85 mil.	− 22.4%
Teaching hospitals collections, other revenue	$101.30 mil.	$104.58 mil.	+ 3.2%
ICF MR collections†	$ 38.74 mil.	$ 44.55 mil.	+ 15.0%
Other revenue	$ 31.65 mil.	$ 26.64 mil.	− 15.8%
Total income	**$ 1.031 bil.**	**$ 1.085 bil.**	**+ 5.2%**

* Actual sales tax collections were $384.4 million for FY 1984 and $404.6 million for FY 1985. Revenue shown above reflects the amount actually received by DHS during the fiscal year.

† Intermediate Care Facilities for the Mentally Retarded (State schools for the mentally retarded)

SUPPORT SERVICES

Advocate Defender

1985 Accomplishments

- *Ninety-four percent of all grievances filed were resolved at the first or second levels of resolution.*
- *One hundred percent of residential and most community-based child care programs were monitored through site visits.*

The Office of Advocate Defender supervises the operation of the grievance system established by the Commission for Human Services for all children in the department's custody. It monitors facilities and programs within the juvenile system, identifying policy violations, unauthorized practices and program deficiencies and recommends corrective action to the director and the commission.

The office also coordinates the investigations of allegations of mistreatment, abuse and neglect of juveniles and residents who are in DHS custody and have been placed in public or private residential or institutional settings.

The office processed 1,899 grievances and 428 alleged cases of mistreatment on behalf of clients in DHS juvenile and mental retardation programs. Of the grievances filed, more than 98 percent were considered resolved by the residents. Unresolved cases were forwarded to the Oklahoma Commission on Children and Youth for review. Of the 428 alleged mistreatment cases, 88 cases were confirmed and appropriate corrective action taken.

As a result of the grievance procedure and monitoring efforts of the Advocate's office, numerous issues were raised concerning children's rights, living conditions, services, treatment programs and proper placement of children. In response to these issues, new policies were developed, existing policies were clarified and questionable practices curtailed or corrected.

Audit and Review

1985 Accomplishments

- *Quality control sampling and review requirements were met and recommendations made to improve performance and procedures in various programs.*
- *Targeted audits and investigations were completed and numerous recommendations resulting in management actions were made.*

The Division of Audit and Review conducts audits and investigates possible fraud, abuse or errors in all DHS programs. The office also does internal investigations. Investigators were assigned approximately 5,000 cases this year; 137 cases were successfully prosecuted. Recoveries, reimbursements and assessments this year totaled $1.5 million.

Quality control reviews for the year showed only $2.80 per $100 issued as being in error in the AFDC program. In the Medicaid program a small increase in the error rate was reflected, indicating $3.20 misspent for every $100 issued. Food stamps reflected $6.74 in error per $100 issued. Oklahoma's quality control results continued to compare very favorably with national averages.

Four audits of programs operated and funded by DHS were completed and numerous recommendations were made for improving management effectiveness.

External Relations

1985 Accomplishments

- *The legislative tracking and monitoring system was redesigned to help DHS divisions with legislative concerns and mandates.*
- *A new computerized system for recording and tracking incoming mail was implemented to reduce correspondence response times.*

The External Relations Division coordinates the department's legislative programs, tracks human services-related legislative bills, monitors implementation of new state statutes and screens requests for legislation. It also handles information and referrals and oversees production of all DHS publications.

During fiscal 1985 a new computerized system for recording and tracking incoming mail was implemented to reduce response time.

Staff responded to more than

96,800 inquiries through the switchboard and reception room and researched and drafted more than 1,100 written responses during the year, a 10 percent increase over the previous year.

New policies and procedures were developed to facilitate production of publications, graphics, photographic and audiovisual presentations. Publication output increased 75 percent compared to the prior year.

Field Operations

1985 Accomplishments

- *Five regional offices were opened during 1985 to improve supervision and coordination of DHS field components.*

The Field Operations Division, through its 79 local offices, delivers most programs of the Aging Services and Payments and Services divisions. During this fiscal year, five regional offices headed by regional administrators were established to supervise county office program administration and to coordinate service delivery across the various program divisions.

The division also began demonstration projects in each of the five regions to intergrate service delivery by state and local agencies. Community advisory councils were developed in several counties to enhance coordination between DHS programs and other services.

Work continued with the program divisions to streamline policies and procedures and to reduce complexity for the worker in the field. The division also began to develop workload standards to guide staff allocations to local offices.

Finance and Administration

1985 Accomplishments

- *One hundred percent of all federal financial reports were submitted by the due dates during 1985.*
- *Over 90 percent of all travel and foster care claims were paid within 10 days of receipt.*

The Finance and Administration Division coordinates budget preparation and implementation and provides management control over the agency's fiscal affairs and material resources. During fiscal 1985 the division processed approximately 200,000 administrative claims, including 20,000 travel claims of which 92 percent were processed in 10 days or less.

The Contracts Unit made significant progress in providing an integrated, standardized and more consistent DHS contracting procedure. Federal financial reports were computerized to help meet reporting requirements. Progress continued in the refinement of budget formulation and implementation. Assistance was provided management staff in monitoring and analyzing administrative costs, contracting, purchasing and procurement, warehousing, printing, construction and renovation.

Legal

1985 Accomplishments

- *More than $11.3 million was collected in child support, up $2.2 million from 1984.*
- *Resolved 35 lawsuits, most with outcomes very favorable to DHS.*

The Legal Division concluded 35 cases at the trial level, including three by trial or hearing; 21 by motion; two by settlement; and nine by voluntary dismissal. Particularly noteworthy are 1) the Children's Shelter fraud case, which was settled for a joint federal-state recovery of money and property in excess of $830,000; and 2) the successful dismissal on motion of six medical malpractice cases seeking total damages in excess of $13.4 million.

The Child Support Enforcement Unit collected more than $11.3 million in child support, up $2.2 million from the previous year; included were $9.3 million collected for Oklahoma youngsters and $1.9 million on behalf of children in other states. Not counting collections for children in other states, $1.92 was collected for each dollar spent on ad-

ministration, compared to $1.67 last year and $1.05 in fiscal 1983. That amounts to an improvement of 15 percent over last year's cost-effectiveness and 83 percent over fiscal 1983.

The Parole, Review and Hearing Board held 242 parole release hearings; 69 juveniles were awarded parole. Other activities included holding five administrative hearings and 17 state income tax offset hearings for the child support program; 586 administrative child support orders were processed and approved.

The Appeals Unit received 1,162 appeals, 119 fewer than last year; 1,178 appeals were disposed of by Appeals Committee decisions, including 538 deciding in favor of the client and 357 in favor of the local office; 90 appeals were dismissed. There were 193 withdrawals. The unit implemented a pilot program for conducting telephone hearings to expedite the hearing procedure.

Management Information

1985 Accomplishments

- *All display terminals in the state network were converted to new technology in 1985, which provides better response times and greater availability of the network.*
- *Network availability was 98.8 percent for all terminal transactions, with an average response time of 4.1 seconds, outstanding for a network of this size.*

The Management Information Division continued phased implementation of an Integrated Client Information System with additional computer-generated notices and automation of other manual processes. This has resulted in an annual savings of $836,000 in administrative costs.

The FAMIS (Family Assistance Management Information System) portion of the Integrated Client Information system was completed in May 1985, allowing DHS to apply for FAMIS certification. Upon approval, federal reimbursement for hardware/software costs will increase from 50 percent to 90 percent.

All of DHS depends on the statewide terminal network to process benefits and deliver services. Thus, quick response time, reliability and availability of the network are key to increasing worker productivity and DHS effectiveness. Major improvements in all these areas were achieved with an annual average availability of 98.8 percent, terminal response time of 4.1 seconds and 65 percent improvement in reliability of the network.

Office of Ombudsman

1985 Accomplishments

- *A system to monitor grievances and abuse reports in the state schools for the mentally retarded was developed and implemented in 1985.*

The Office of the Ombudsman acts in an advisory capacity to the commission and director, investigating complaints from DHS employees as well as recipients of the agency's services. The majority of problems brought to the ombudsman in fiscal 1985 dealt with personnel problems of DHS employees.

Full-time ombudsmen for the three state schools for the mentally retarded were employed during the year. They are not part of the administration of the schools, but report directly to the DHS ombudsman. They ensure that students receive the services which they need, help train staff in the area of student grievances and assist parents who may be concerned about their children.

Personnel Resources

1985 Accomplishments

- *An Employee Assistance Program for all DHS employees was initiated.*
- *Nearly 2,000 classification audits were completed by the Office of Personnel Management, with the remainder of DHS positions due to be audited in the next year.*

The Personnel Resources Divison implemented two new programs: the Employee Assistance program (EAP) and the Employee Relations program.

The Personnel Unit reorganized into five functional personnel areas; 1) Transactions, 2) Recruitment, 3) Classification, 4) Insurance and 5) Information Systems.

Nearly 2,000 position audits were completed by the Office of Personnel management. Major new personnel policies were issued for Corrective Discipline (See Manual Section 223.3), Fair Labor Standards Act (226) and Employee Assistance (255). Performance evaluations (Section 224) and Promotional Policy (Section 280) were revised and reissued.

More than 5,000 employees were trained in 42 separate training topics. Seventy-five tuition scholarships were awarded: 41 were for graduate study and 34 were for undergraduate study. One thousand copies of the Affirmative Action Plan were distributed throughout the agency at regional workshops and staff meetings.

Policy Analysis

1985 Accomplishments

- *Completed the first full year of using the Priorities, Allocations and Tracking System (PATS) as the department's planning process.*
- *Major policy manual revisions were completed.*

The Division of Policy Analysis markedly expanded its activities during fiscal 1985. The Special Initiatives and Projects Unit was created and staffed with assigned major responsibility for coordinating department services with Indian tribes and other governmental entities.

The Research, Evaluation and Statistics Unit completed four major statistical analyses, established an evaluation component, and converted several federal reports to more productive automated systems.

The Management Analysis and Planning Unit completed the first year of the PATS planning system, made recommended enhancements to that system, developed and implemented client and staff surveys for use in planning and developed a four-year strategy to identify more productive management systems.

The Policy Development Unit completed numerous policy-related issue papers to assist in decision making, supported the director in tracking and coordinating federal legislative activities, and processed numerous changes in DHS policies and procedures.

Public Information

1985 Accomplishments

- *Through news releases and other media contacts, this office publicized the need for volunteers in DHS programs, success stories of former clients, and the availability of many DHS programs to help those in need.*

The Office of Public Information disseminated information by responding to more than 1,000 requests from news media representatives, state officials, private citizens and other agencies; by issuing 176 news releases to more than 300 Oklahoma news outlets in addition to regional and county news releases; by holding news conferences and briefings in Oklahoma City and Tulsa; by continuing Commission Highlights, a review of actions taken by the Oklahoma Commission for Human Services and issued to employees; and by expanding utilization of the electronic mailbox which allows the director's office to more efficiently communicate with the many DHS offices.

1985 Accomplishments

- *Nearly 8,000 job placements were made for AFDC recipients last year, exceeding the objective of 7,500 placements.*
- *Quality control figures showed a 97.26 percent accuracy rate for eligibility determinations in the AFDC program.*

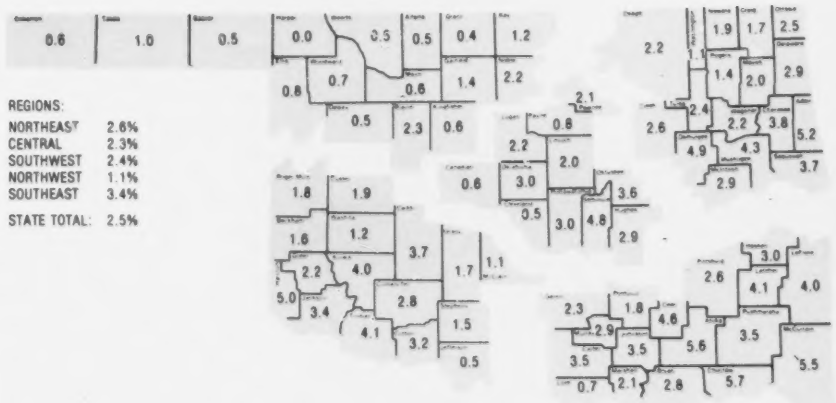
Major changes in the Aid to Families with Dependent Children program were implemented to comply with the Federal Deficit Reduction Act of 1984. These included extension of medical benefits for families whose assistance was terminated due to earned income or removal of work-related expenses. The DEFRA requirements added impetus to DHS efforts to help AFDC families attain economic independence through employment. The additional medical coverage of family members during the adjustment period from public assistance to gainful employment helped encourage recipients to take jobs, even when there was a possibility the job wouldn't last and often with employers who did not offer medical insurance.

The agency implemented coverage of medical services for the unborn child, a critical need which is often neglected by individuals straining to meet other living expenses.

Policies also were changed to extend the time period for earned income disregards. The gross income maximum for AFDC was increased from 150 percent to 185 percent of need, which meant that a family with earned or other income could remain eligible with up to 35 percent more income than previously. A financial break was also given to recipients who receive child support, allowing disregard of the first $50 per family. This provided added incentive for the parent in the home to cooperate with the agency in efforts to obtain continued support from the absent parent.

The state-funded General Assistance program provided emergency assistance of more than $1 million, helping many

Percent of population receiving AFDC
Monthly average by county



state citizens meet their basic needs while recovering from fires, tornadoes and floods.

In the Low Income Home Energy Assistance Program, 219,730 persons in 83,600 households received $11.2 million in heating payments; 6,805 households received $669,800 in emergency fuel payments through the Energy Crisis Assistance Program.

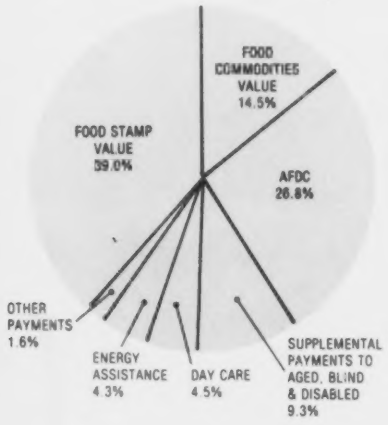
In addition, DHS distributed more than $3.7 million in federal and state disaster relief grants assisting more than 1,600 families with home repairs, furniture replacements and other problems resulting from flood and tornado damage.

One of the year's most innovative and cost-effective projects was the food stamp demonstration project, Simplified Application Processing. Implemented just prior to the beginning of the fiscal year, the ongoing progam proved highly successful. Under this project recipients of AFDC, Supplemental Security Income and Medicaid are automatically eligible for food stamps. The procedures eliminate separate applications and allow benefit calculations based on information already collected and verified. Administrative costs were cut by more than $50,000 per month in salaries alone because 75 percent fewer staff were required to process food stamps for AFDC recipients.

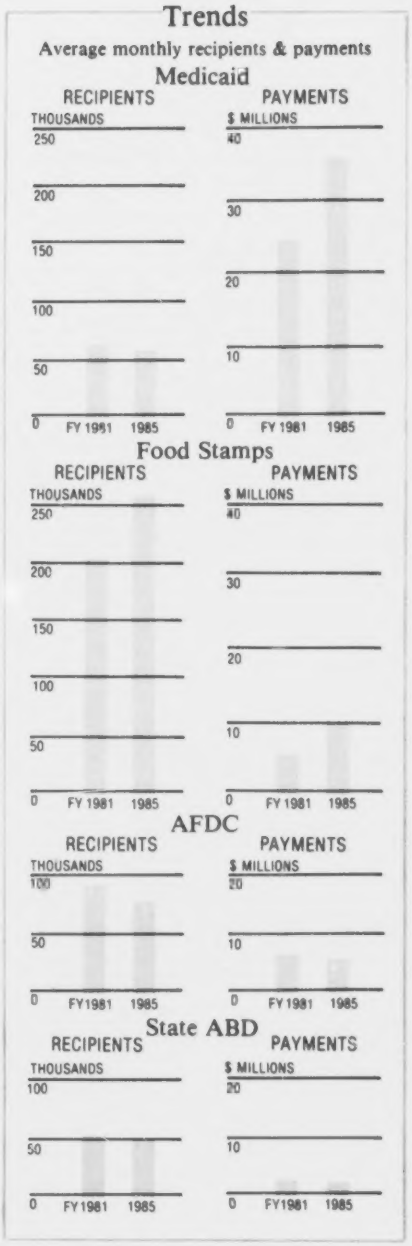
An additional benefit of the food stamp demonstration project was to lower the error rate for project participants from 5.54 percent to less than 2 percent, thus producing significant cost savings.

Food Stamp Job Search was initiated in January 1985 as a pilot project. Project data, though still in the assessment

Payments & food program values
Total: $336.5 million



Trends
Average monthly recipients & payments



process, indicates successful entries into the job market for many persons heretofore unable to obtain jobs.

Further initiatives to implement cost-saving procedures and more economical use of personnel continued throughout the year. These include in-depth analyses of forms and procedures with resulting simplification or elimination, issuance of computer-generated notices and strengthening the coordination between programs. Enhanced corrective action efforts were given high priorities, not only to ensure valid receipt of benefits but also to reduce the possibility of future misspent dollars and federal disallowances.

A broad spectrum of services to adults and families reached 130,428 Oklahomans during 1985.

Day Care Services

Day care services were provided to 22,066 children and to 151 adults between 18 and 59 who required care during a part of the 24-hour day and met eligibility guidelines. Greater use was made of day care to prevent the abuse, neglect or exploitation of children.

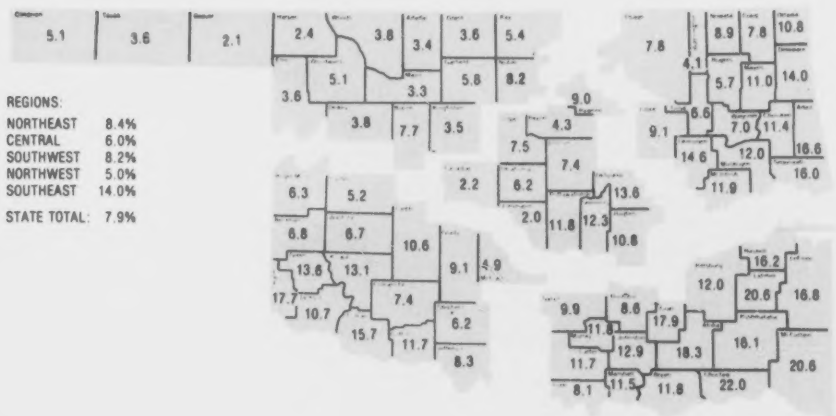
Employment & Training

The Employment and Training (E&T) Program served approximately 28,000 individuals during the year. Services included assessments; development of employability plans; employment counseling; referrals to Job Training Partnership Act programs; assistance in arranging child care; placements in training programs; orientation to work sessions; job search sessions; and direct referrals to employers.

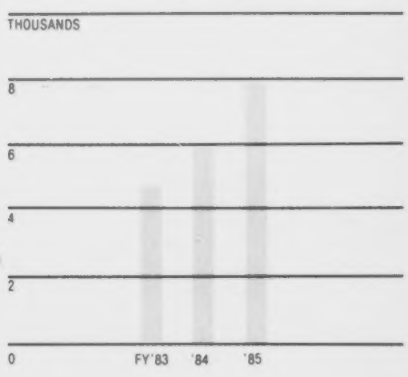
As a component of the E&T Program, the WIN Demonstration Program helped nearly 8,000 AFDC applicants and recipients in securing full-time, unsubsidized employment. A total of 2,130 AFDC recipients received on-the-job training and work experience through the Community Work Experience program with 38 percent entering unsubsidized employment. Approximately 6,000 recipients participated in the Orientation to Work sessions which provide motivation and enhanced self-confidence.

The year's major accomplishment was the implementation of Employment Search groups in March of 1985. The groups provide intensive classroom instruction on how to get a job with focus on the hidden job market and how to have a successful interview. Each group participant receives a Job Search workbook to aid in his or her efforts to secure employment.

Percent of population receiving food stamps
Monthly average by county



Employment & training
Placements of 30 days or more
in unsubsidized fulltime employment



Cooperative relationships have been established and maintained with each service delivery area under the Job Training Partnership Act as well as with vocational-technical schools.

Health-Related Services

Health-Related Services were provided to 45,172 children and 10,201 adults during the year. The major program areas are the Early and Periodic Screening, Diagnosis and Treatment Program (EPSDT), family planning services and the Supplemental Security Income-Disabled Children's Program (SSI-DCP). EPSDT services are provided to AFDC and other Medicaid clients who are younger than age 21 to prevent or reduce serious illnesses and diseases. Family planning services include information, counseling and referrals to medical providers. SSI-DCP provides support services and equipment which are unavailable elsewhere, in DHS or other agencies, to help eliminate or alleviate handicapping conditions among disabled children younger than 16. The long-term goal of SSI-DCP is to help reduce the need for public assistance in adulthood.

Family Life Services

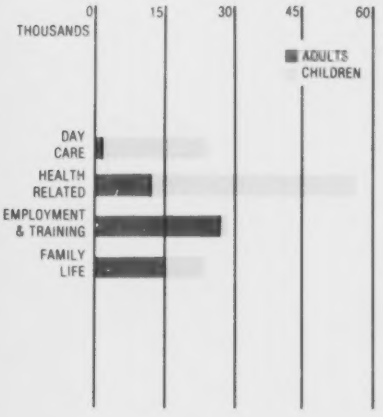
Family Life Services were provided to 15,467 adults and 8,243 children. These services include working with unmarried mothers, assisting clients in securing adequate housing, helping clients in obtaining needed education and resolving problems in children's school attendance.

A major emphasis was placed throughout the year on expanded use of volunteers to assist DHS clients. The third annual Volunteer Awards ceremony was held at the Capitol in April 1985. Seventy volunteers were recognized for their outstanding services to DHS clients during the previous year.

Refugee Services

Refugee Services, which include training and employment placement, English instruction and supportive social services, were provided to 3,600 people. A proposal funded by a federal grant in the previous fiscal year was modified from a farming program into an employment and training program for Hmong refugees in Tulsa. A crisis center was established in Oklahoma County to serve refugees from all areas of the world.

Services to adults & families



CHILDREN AND YOUTH SERVICES

1985 Accomplishments

- *Investigated 20,275 allegations of child abuse and neglect compared with 18,149 in fiscal 1984 and 14,997 in fiscal 1983.*
- *All juvenile correctional programs in Oklahoma have been accredited by the Commission for Accreditation for Corrections. Several of these programs received the highest ratings ever given in the U.S.*
- *Placement of 177 special needs children for adoption during 1985 exceeded the objective of 150 placements.*
- *Jailing of juveniles was reduced 23 percent from 1984; expanded use of detention facilities and increased diversion efforts contributed significantly to this improvement.*

Oklahoma moved closer in fiscal 1985 to becoming the first state to meet national standards for all of its children and youth programs. During fiscal 1985, Oklahoma Children's Center, Taft; the Durant Boys Group Home, Enid Boys Group Home and the Tulsa Boys Group Home were accredited by the Commission for Accreditation for Corrections.

All DHS-operated programs for delinquents are now fully accredited by the commission.

The Council on Accreditation for Families and Children reviewed the entire child welfare services program, but final audit results have not been announced. A final accreditation decision should be forthcoming in a few months.

Seven major state office management units in the Division of Children and Youth Services—Admininistration, Program Services, Residential Services, Licensing, Contract Youth Services/Shelter, Monitoring and Review, and the Office of Systems Analysis for Program Quality—provide leadership and support for the delivery of services in the field. The Office of Systems Analysis was established to address four major statewide DCYS functions. The duties of the office include long range planning, training, grievance resolution, mediation functions and other duties.

Residential Services

The Division of Children and Youth Services continued to implement the agreement incorporated in the consent decree settling the Terry D. lawsuit concerning care of youth in DHS institutions. Policy changes and improved program implementation, both in institutional settings and in the community, have been effected pursuant to the consent decree.

Placement programs
for children in DHS custody

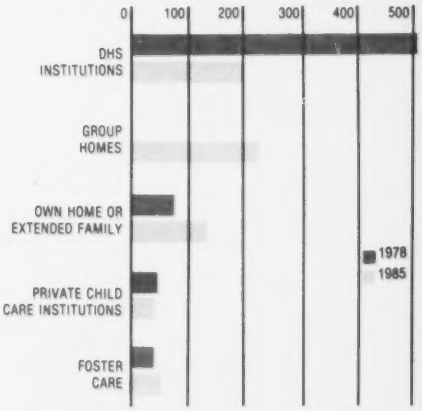
Average monthly residents: 620

In fiscal 1985 the total admissions at DHS delinquent program centers were 200 juveniles adjudicated delinquent who received care at Rader Treatment Center, Oklahoma Childrens Center and the Intensive Treatment Center.

A total of 169 children adjudicated in need of treatment received care at the DHS Central Oklahoma Juvenile Treatment Center and privately operated psychiatric hospitals and facilities.

At community-based facilities, a total of 376 children adjudicated delinquent, in need of supervision, in need of treatment, or deprived were cared for in 16 group homes, 11 specialized community homes, and 12 private residential child care facilities.

Placement of delinquents
In DHS & community facilities



In the Institutional Services programs, four facilities provide services for adjudicated juvenile delinquents and youth in need of treatment: Central Oklahoma Juvenile Treatment Center, Tecumseh, serves youth in need of treatment; L.E. Rader Diagnostic, Evaluation and Treatment Center, Sand Springs, and Oklahoma Children's Center, Taft, serve children and youth adjudicated delinquent; and the L.E. Rader Intensive Treatment Center, Sand Springs, provides secure treatment and detention for delinquents with serious behavior problems.

On June 30, 1985, 266 adjudicated juveniles were assigned to the four institutions; 186 were on campus while 80 were on leave or absent without leave.

DHS has continued to provide and enhance community residential programs for youth. All contracted residential programs have been assessed under a level of care system which standardizes payment rates based on the services provided.

During the last decade, use of own-home and residential community programs has increased. Those youth adjudicated in need of treatment, deprived or in need of supervision are served in their own homes or in community residential programs, and only 32 percent of the youth adjudicated delinquent and placed in state custody enter training schools. The remaining 68 percent are served in community-based programs.

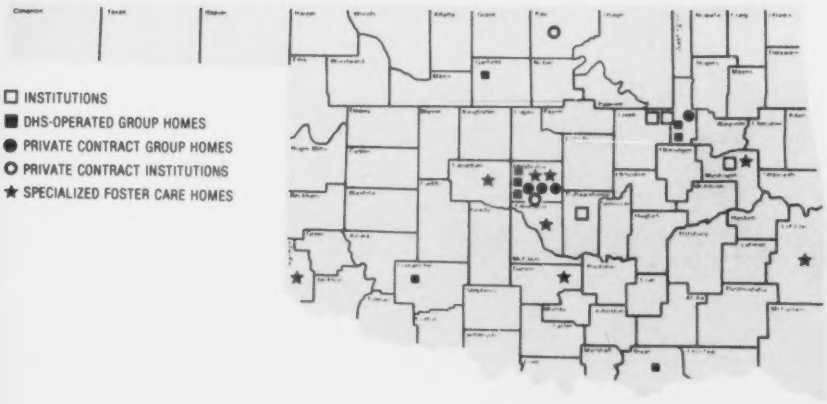
Group home care in small residential facilities housing six to eight youth has been successful. In addition, DHS has developed specialized foster homes—residential homes operated by professional-level foster parents—and has made use of purchased services in existing private children's institutions.

DHS operates eight group homes with its own staff—three in Oklahoma City, two in Tulsa, and one each in Enid, Durant and Lawton—with a total capacity of 64 youth. In addition, DHS contracts with private non-profit groups for operation of 27 additional group homes, with a total capacity of 205 youth.

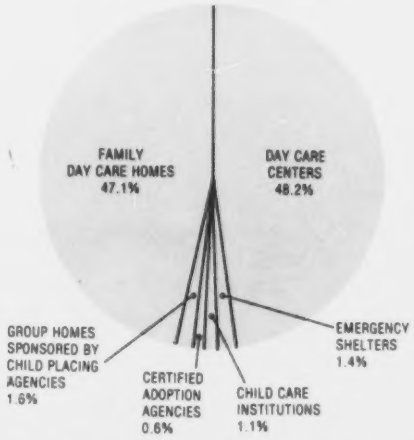
Residents of these programs are provided supervision in a home atmosphere with individual group, educational and employment counseling, specialized services and access to the resources available in the community.

A total of 636 youth received services in these programs during the year. This population included youth from committing courts in every district in the state.

Residential facilities
DHS & community-based



Licensing services
% by type for 2,347 facilities


FAMILY DAY CARE HOMES 47.1%
DAY CARE CENTERS 48.2%
GROUP HOMES SPONSORED BY CHILD PLACING AGENCIES 1.6%
CERTIFIED ADOPTION AGENCIES 0.6%
CHILD CARE INSTITUTIONS 1.1%
EMERGENCY SHELTERS 1.4%

Oklahoma child care facilities are licensed to provide care for 60,000 children.

Represented were all types of adjudications: deprived; in need of supervison; in need of treatment; and delinquent.

Licensing

The licensing of child care facilities is required by the Oklahoma Child Care Facilities Licensing Act. The major functions of the Licensing Unit are to assure that child care facilities maintain minimum standards and encourage the facilities to strive for maximum standards and quality care.

As fiscal 1985 ended, action to appoint regional licensing supervisors was underway. These supervisors will be officed in the central, northeast, southeast and northwest regional offices, enabling them to provide on-site supervision and consultation and to ensure that licensing staff are appropriately supervised, receive needed assistance and support and have a direct voice in policy formulation and procedural development.

Day care centers and family day care homes are monitored quarterly for compliance with standards. A statistical comparison between fiscal 1984 and fiscal 1985 follows:

	FY 1984	FY 1985
Licensed facilities	2,248	2,347
Contacts regarding licensure	31,000	31,522
New inquirers for licensure	2,996	2,914
Complaint investigations/ licensed	928	1,688
Complaint investigations/ unlicensed	1,533	2,251
Information and referrals from parents	2,928	5,109

In addition, Licensing Unit staff monitored and provided assistance and licensing determination to 26 child care institutions, 29 child placing agencies, 32 emergency shelters and 14 adoption agencies. They monitored four state institutions, two emergency shelters and eight group homes to assure compliance with state standards.

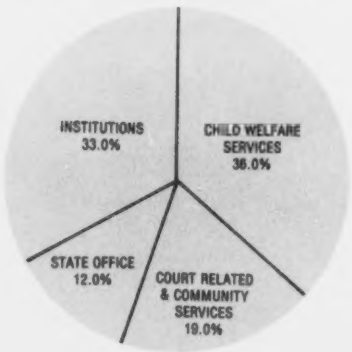
The Licensing Unit supports the DHS Child Care Advisory Committee which is responsible for development, review and revision of state licensing standards. The committee addressed concerns about child abuse in child care facilities and developed a list of training priorities for the department to consider to reduce incidents of abuse.

The advisory committee's appeals committee held five administrative hearings on revocation of day care center licenses. The committee upheld the DHS recommendation in all five cases.

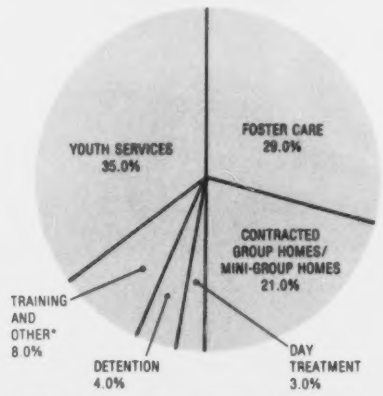
Program Services

DHS has statutory responsibility for protecting abused and neglected children. In fiscal 1985 Child Welfare

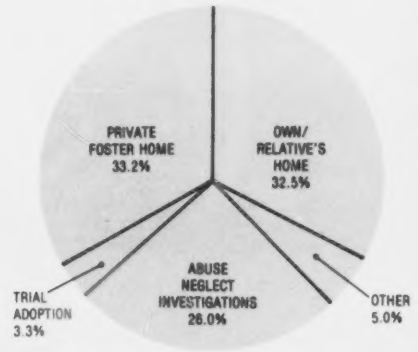
Expenditures for program services
Total: $47.5 million
Payroll—63%, operations—37%



Expenditures for direct payments and contracted services
Total: $16.8 million



Child welfare services
% by type for 7,465
average monthly caseload



* Other includes: Consultants, Health and Mental Health, Parents Assistance Center, Planned Parenthood, and Community Council.

Services staff completed 20,275 abuse and neglect investigations with 7,199 cases confirmed to have involved either abuse or neglect or both.

While a variety of residential services are available to deprived youth, the majority received services while remaining in their own or a relative's home.

Community-based foster care services are available to all children and youth in DHS legal custody and to those whose families request temporary voluntary substitute care due to illness or other family dysfunction which generate the need for short-term relief from child care responsibilities. During fiscal 1985, a monthly average of 1,695 children were cared for in foster homes.

The Nova program, providing practical training to current and prospective foster parents and emphasizing the need for teamwork between social workers and foster parents, was continued. During the year 1,363 existing foster parents, 795 new applicants and 372 staff completed the training. The 86 trainers received more than 1,300 hours of "Training for Trainers."

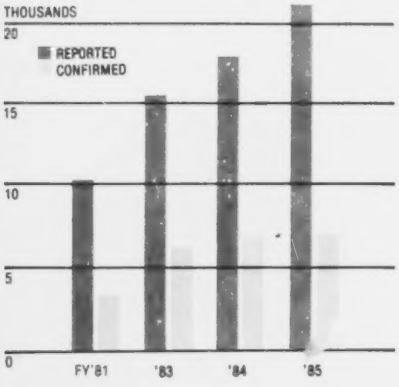
A pilot Emergency Foster Care project was implemented in Oklahoma and Tulsa counties to meet the Child Welfare League of America's recommendation that young children not be cared for in emergency shelters. One hundred thirty children younger than six were diverted from shelter care. The average length of stay was 8.7 days for children who either returned home or were moved to regular foster homes.

DHS Child Welfare Services staff works closely with district courts and foster care review boards to provide the reviews of placements which are required by both federal and state laws. During fiscal 1985, staff helped representatives of the Courts conduct statewide training for new appointees to foster care review boards.

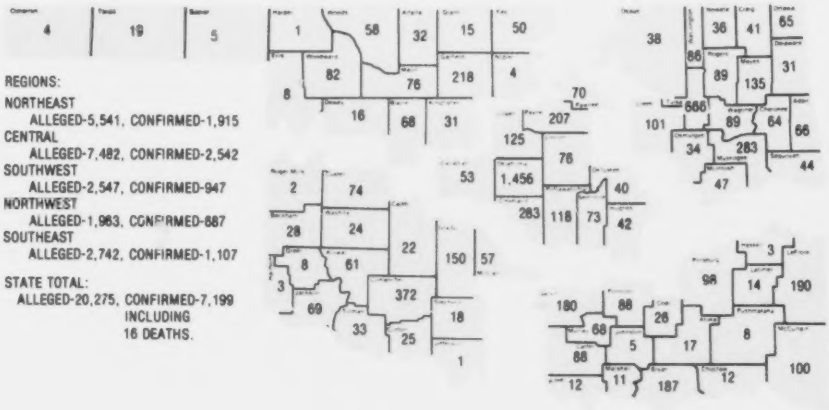
Contracts with four Indian tribes to provide foster care services for Indian children in tribal-approved foster homes were renewed in fiscal 1985. A Nova University consultant was brought to Oklahoma to train tribal staff to serve as foster care trainers.

Arrangements were completed for a third television program to recruit foster and adoptive homes for DHS special needs children. The Ada television station will broadcast a program similar to "Wednesday's Child" in Oklahoma City and "Waiting Child," in Tulsa. The new program is entitled "Only Love in Return." It will provide coverage for portions of southeast Oklahoma not reached by the other two programs.

Child abuse & neglect
Investigations reported & confirmed



Confirmed cases of child abuse & neglect
By county



In cooperation with the Developmental Disability Services Division, a specialized foster care program for the mentally retarded is being developed. This program will allow DHS custody children who would otherwise be served in state schools for the mentally retarded to receive community-based foster home and support services.

Maternity protective services were provided to 400 pregnant teenagers and adults during fiscal 1985. The Pauline E. Mayer Group Home, the first residential program in Oklahoma for adolescent parents, has served 46 teens and their children since it was established in November 1981.

Child Welfare Services staff placed 310 children in adoptive homes in fiscal 1985 and completed approximately 575 independent home studies for local courts. TEAM Training for adoptive families has been held in all five regions.

The department contracted with 37 private youth service agencies providing crisis intervention and counseling services as well as emergency shelter services. These private agencies served 12,632 youth and their families including 7,268 youth who received emergency shelter services. The average length of stay in an emergency shelter was 6.6 days. A total of 8,579 youth received counseling services.

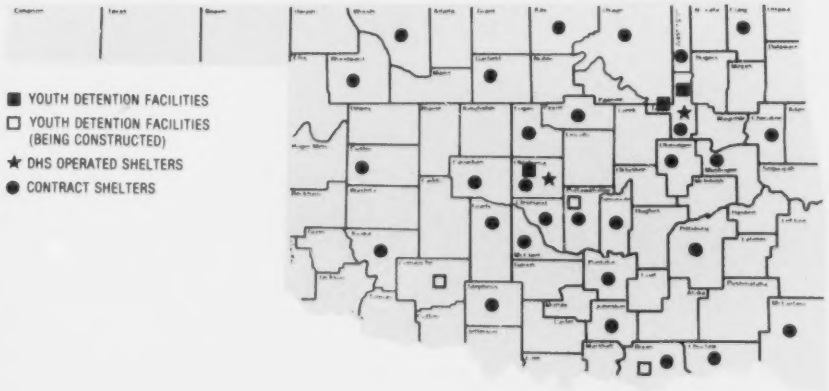
Court Related and Community Services provided 10,516 court intakes, supervised 5,352 youth on court probation and 1,300 youth on parole or in DHS custody.

Juveniles participating in the restitution program paid their victims a record total of $232,857. Since the program began in 1978, 10,600 juveniles have paid more than $1.46 million to victims with 90 percent being monetary payments and 10 percent community "good works" projects.

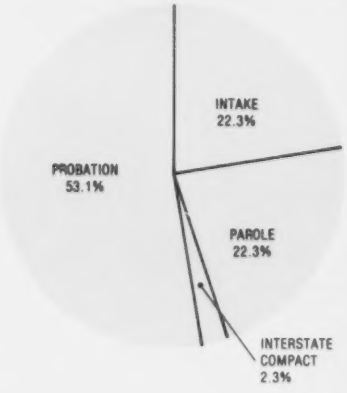
Speech & Hearing

The Speech and Hearing Services office coordinates, monitors and tracks speech-language and hearing services to clients of all DHS programs. Consultation, supervision and direct clinical services are provided for institutional speech and hearing programs and other divisions and units. During fiscal 1985, 1,739 speech-language evaluations and 2,465 hearing and hearing aid evaluations were provided to eligible clients. A monthly average of 563 clients were enrolled in speech-language therapy or auditory training with an annual total of 15,493 treatment sessions. The Speech and Hearing Services office conducted 302 preauthorization quality assurance reviews for the purchase of speech-language and hearing evaluations, therapy and hearing aids through the Crippled Children's program administered by the Medical Services Division.

Children's shelters & youth detention facilities
DHS-operated & contracted



Court related & community services
% by type for 3,758 average monthly caseload



MEDICAL SERVICES

1985 Accomplishments

- *Medical coverage was extended to pregnant women previously not covered.*
- *A new medical claims processing system was designed and contracted to pay provider claims more effectively and efficiently. It will be in place in March 1986.*

For the Medical Services Division, fiscal 1985 was a year of new initiatives, with an emphasis on program expansion for Medicaid recipients and improvements in claims processing activities.

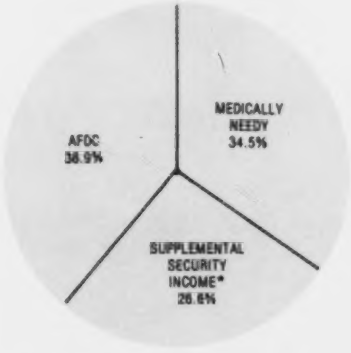
The division administers Title XIX Medicaid funds to reimburse physicians, hospitals, long-term care facilities, pharmacies, outpatient clinics and others for health care services provided to eligible patients. Almost half the department's total budget, more than $450 million, was used to buy medical care for more than 200,000 low-income and other eligible Oklahomans. Approximately one-third of those clients do not receive cash grants through Aid to Families with Dependent Children (AFDC) or Supplemental Security Income (SSI) for the aged, blind and disabled.

Additional consolidation of division activities occurred during this year. All long-term care services have been combined into one unit. This unit ensures that DHS clients in long-term care facilities are visited annually to determine whether they are receiving adequate care and that the facilities meet requirements. The unit also receives claims and processes authorizations to reimburse for services; and determines eligibility for nursing home and other long-term care services for adult clients.

After systematic examination of alternatives, the decision was made to award a contract providing for development and operation of a new medical claims payment system.

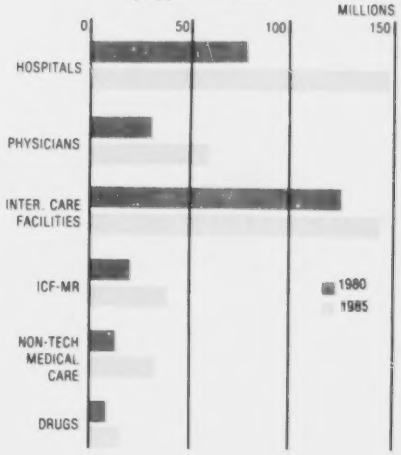
A contract was awarded to Systems Development Corporation (SDC) for the design, development, implementation and operation of a new claims

Medicaid recipients
Total: 220,300



*Aged: 17.9%; disabled & blind: 8.7%

Medicaid payments
By type of service



payment and Medicaid Management Information System. Start-up is scheduled for March 1986. At that time SDC will be responsible for processing claims for reimbursement of health care services, answering provider questions about specific claims and generating information to providers, federal officials and other DHS divisions, as well as to meet the program direction needs of the Medical Services Division.

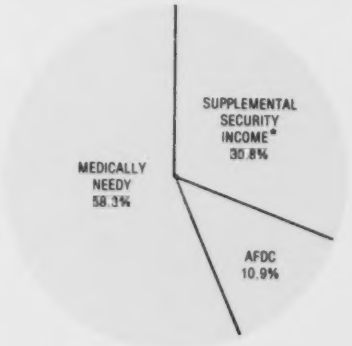
The Crippled Children's Services Unit supports clinics throughout the state and administers state and federal funds to provide health care services not covered by Medicaid for children from low-income families.

The Policy Unit develops and maintains policies affecting all division programs. The Provider Relations Unit resolves problems affecting all providers and organizes workshops to explain changes in federal regulations, state law and DHS policy. The Administrative Support Unit reviews and renews approximately 60,000 provider contracts annually, ensuring all state and federal requirements are met. The Research and Development Unit designs new program initiatives relating to division policy and practices.

DHS continued its efforts to provide service to individuals and families who have no health care insurance and are not covered by Medicare and Medicaid. In addition to serving many such persons at the Oklahoma Teaching Hospitals, DHS in fiscal 1985 awarded a grant to the Tulsa Medical Education Foundation to support expanded hours of service in the clinics operated by the Tulsa Medical College of the University of Oklahoma. An additional grant was provided to the Oklahoma College of Osteopathic Medicine and Surgery to increase the number of persons served at the Finis Smith Clinic. These programs are reducing the pressures on emergency rooms in Tulsa area hospitals while improving service to low-income citizens of the community.

During fiscal 1985, the Medical Services Division upgraded its administrative and technical practices to ensure prudent use of its resources. Changes included simplifying manual edit and correction procedures for processing of physician claims. Further, in accordance with statutory changes during fiscal 1985, all providers executed annual contracts. This eliminated the necessity of each pro-

Beneficiaries of Medicaid payments
Total: $444.5 million



*Aged: 19.5%; disabled & blind: 11.3%

vider claim being authorized by a notarized non-collusion affidavit. Also, procedures for recertifying patients to be in need of nursing home services has been decentralized, allowing this activity to be done by local physicians rather than at the state level of DHS.

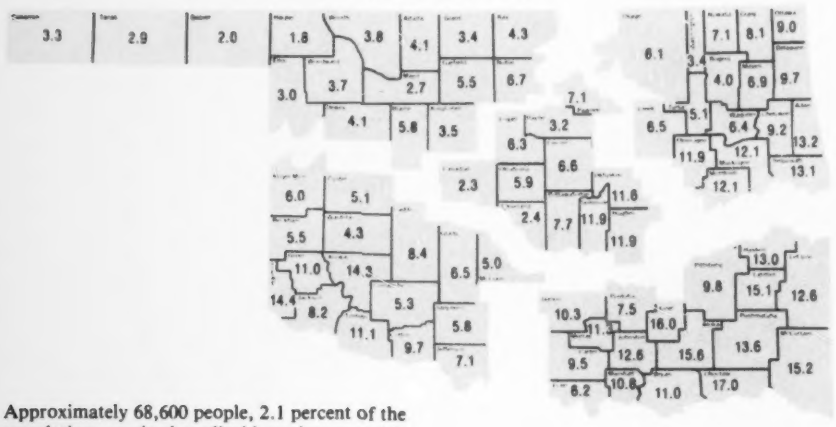
Many fiscal 1985 changes in division policies related to long-term care services for clients. Effective January 1, 1985 the department was granted Medicaid waivers to provide home and community-based health care services to mentally retarded persons. These services provide an alternative to institutionalization, while at the same time serve as a cost containment measure. Available services will include specialized foster care, adult day care, respite care, habilitation services and case management.

Alternative institutional offerings for mentally retarded clients were developed to meet specific activity and program requirements needed by this population group. Effective January 1, 1985 Oklahoma began reimbursing for intermediate care to the mentally retarded in private nursing home facilities meeting requirements for serving those clients. There are currently 15 private nursing home facilities in the state eligible to serve mentally retarded individuals; more than 1,000 mentally retarded clients are being served through this new nursing home classification.

A change also was made in the medical criteria for intermediate nursing home care. This modification extends medical eligibility to persons having a combination of physical and mental impairments which necessitate nursing home services.

During fiscal 1985 DHS expanded eligibility of pregnant women for services available through the Medicaid program. Women with unborn children who meet department financial eligibility requirements now qualify for Medicaid services. Formerly, women had to meet extensive program mandates in addition to financial requirements before being eligible for services.

Percent of population served by Medicaid
Monthly average by county



Approximately 68,600 people, 2.1 percent of the population, received medicaid services monthly in Fiscal 1985.

DEVELOPMENTAL DISABILITY SERVICES

1985 Accomplishments

- *Increased community services to mentally retarded citizens by adding 186 sheltered workshop positions and 157 group home living opportunities.*
- *Regional offices have been opened in Tulsa, Pauls Valley and Oklahoma City to supervise professional assessment teams and case management staff responsible for ensuring appropriate placements and treatment.*

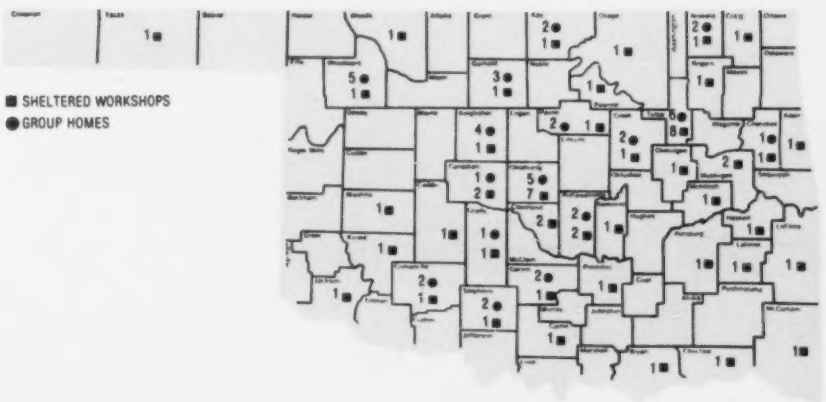
Fiscal 1985 was a year of considerable achievement in institutional and community-based service programs for developmentally disabled Oklahomans. The three state schools for the mentally retarded achieved a reduction of 140 in client population, from a combined enrollment of 1,650 in 1984 to 1,510 at the end of fiscal 1985.

Progress continued in developing more effective programs in the three state schools. In addition to the 216 direct care staff added to the three state schools last year, 144 direct care staff were added during fiscal 1985. Additional professional staff were employed to upgrade the quality of care for all clients. Physical renovations at the three state schools are nearing completion, and there has been significant acquisition of needed adaptive equipment.

During fiscal 1985, a great deal of staff effort was devoted to responding to federal reviews at the Enid and Pauls Valley state schools. Late in the fiscal year, a lawsuit was filed on behalf of a group of parents and national advocacy organizations challenging the care and protection provided to clients at Hissom Memorial Center.

The Donna Nigh group home program for mentally retarded adults was expanded to 46 facilities serving 395 persons. Due to zoning delays and difficulty in obtaining acceptable housing, start-ups anticipated for late in the fiscal year were delayed. Effective July 1, 1985, there were 54 group homes under contract serving 483 persons.

Community programs
Average monthly participation: 1,800



Sheltered workshops serving 126 mentally retarded persons were funded for the first time and additional funding was provided to expand existing workshops by 60 slots. There remain 32 counties in Oklahoma which have no sheltered workshop services.

Regional developmental disability offices were opened during fiscal 1985 in Tulsa, Pauls Valley and Oklahoma City. These regional offices will supervise case management staff and professional assessment teams.

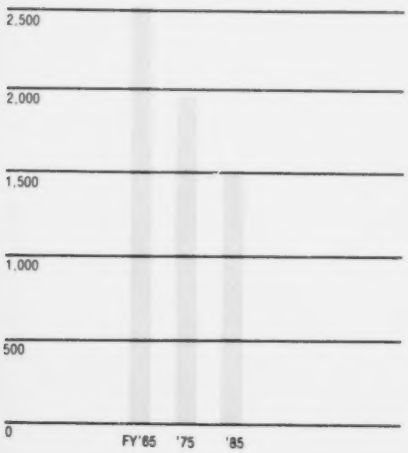
Case managers have been assigned to local DHS offices in the following counties: Woodward, Garfield, Pawnee, Craig, Washington, Atoka, Carter, Comanche, Pittsburg and Cherokee. Each of these case managers will provide case management in several counties. Initially, there will be a total field case management staff of 18 professionals.

Each of the three regional professional assessment teams will employ a full-time psychologist, nurse, social worker and speech pathologist. Other professionals will be available as necessary on a case-by-case basis.

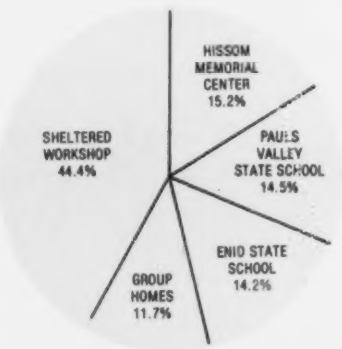
The support services, including assessment team service evaluations, case management, adult day care, respite care, foster care and habilitative services, are all funded through Medicaid waivers obtained during fiscal 1985 after extensive negotiation with federal authorities. These waivers will enable DHS to expand, both quantitatively and qualitatively, the scope of services to eligible mentally retarded persons residing in private homes, or receiving services through community-based programs.

During fiscal 1985, 15 private nursing homes qualified for the first time as providers of intermediate care services for the mentally retarded. These facilities constitute an important part of the total service delivery system for the mentally retarded in Oklahoma.

Residents in state schools

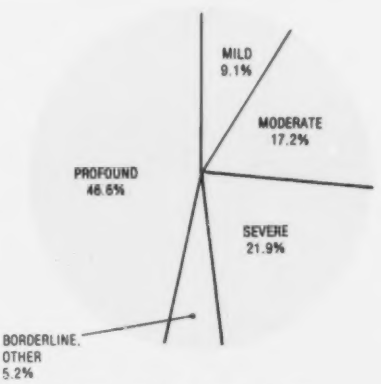


Services to developmentally disabled & mentally retarded*
June 1985



*Excludes patients served in private intermediate care facilities.

Residents at state schools
Level of retardation for 1,497 residents
June 5, 1985



By age: 35% under 18, 65% over 18

REHABILITATION SERVICES

1985 Accomplishments

- *Independent living services were made available to 300 severely disabled individuals in a new program aimed at aiding severely disabled persons to improve their ability to live more independently.*
- *Services were provided to 36,788 clients with 5,001 clients successfully rehabilitated, including 785 who were receiving assistance payments thereby producing annual savings of more than $1 million.*

The Rehabilitation Services Division is comprised of five primary units including Rehabilitative Services, Visual Services, Oklahoma School for the Deaf, Oklahoma School for the Blind and Disability Determination Services. The division's primary mission is to provide a comprehensive, well intergrated program of services to enhance the quality of life for eligible persons with disabilities.

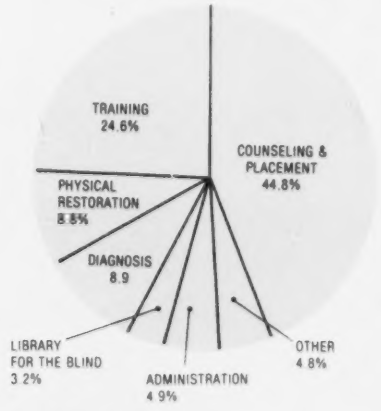
The Rehabilitative and Visual Services units help provide persons with disabilities the opportunity to identify their individual vocational, social and personal goals and to reach their potential. With the implementation of an Independent Living Program in February 1985, services to persons with severe disabilities have been substantially expanded. More than 300 referrals were processed in this new program. The first state-supported community-based independent living center was funded in Anadarko. Services began on July 1, 1985. Other centers are expected to be established during fiscal 1986.

Vocational rehabilitation services were provided to 36,788 clients in 1985. Of the 5,001 clients who were successfully rehabilitated, 1,743 were severely handicapped. Among the 5,226 persons who were served and who were receiving public assistance, 785 were rehabilitated during fiscal 1985, resulting in a $1,007,192 yearly reduction in assistance payments.

Agreements are maintained with many state and local agencies to improve services for clients. Services are also purchased from various speech and hearing centers, sheltered workshops and other public and private vendors who provide services needed by persons with disabilities.

An improved program of Volunteer Services was developed in fiscal 1985; efforts were initiated for better communication with the field staff of the Rehabilitation Services Division and

Rehabilitative & visual services expenditures
% by type of service



Total: $25.4 million

with the public; and a statewide plan for the utilization of services in sheltered workshops and group homes was completed. A close working relationship continues with the Governor's Office of Handicapped Concerns, the Oklahoma Commission for the Deaf and Hearing Impaired and other DHS components that provide services to persons with disabilities.

Rehabilitative Services

About 32,500 clients received rehabilitative services in fiscal 1985, and 4,378 were successfully rehabilitated. The average age at referral was 28. About 45 percent of the persons who were accepted for services were 21 years old or younger. The most frequent types of disabilities served were mental illness and other psychological disabilities, including drug and alcohol addiction (31 percent); amputations and orthopedic impairments (29 percent); and mental retardation (9 percent).

Direct purchase of services for medical diagnosis, physical restoration and vocational training accounted for about 42 percent of total expenditures. Counseling, guidance and placement accounted for about 45 percent and all other expenditures about 13 percent. Increased emphasis continues to be placed on job placement assistance to clients and increased use of community resources to meet client needs as an alternative to purchase of services.

Visual Services

Jerry Dunlap became the new programs coordinator for Visual Services on December 1, 1985 following the retirement of Travis Harris after a career of more than 45 years in state service.

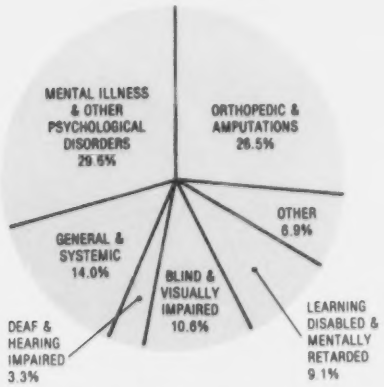
More than 4,200 blind and visually impaired clients received rehabilitation services in fiscal 1985. By June 30, 623 cases were closed as successfully rehabilitated.

The rehabilitation teaching program served more than 1,700 clients. Services include rehabilitation counseling, teaching of braille and other communication skills, mobility and orientation training, adaptive techniques and activities of daily living and homemaking.

The vending facilities program's gross sales in 1985 were $6,762,312, and the program netted an average annual profit of $15,462 per vending facility operator. The program included 72 vending facilities operated by some 100 blind citizens in public and private office buildings across Oklahoma.

The Oklahoma Library for the Blind and Physically Handicapped served more than 4,500 users with help from more than 200 volunteers and completed installation of a computerized records system. Oklahoma Radio Reading Services broadcasts from local FM stations in Oklahoma City, Tulsa and Stillwater providing 99 hours each

Rehabilitative & visual services clients*
%by type of disability


MENTAL ILLNESS & OTHER PSYCHOLOGICAL DISORDERS 29.5%
ORTHOPEDIC & AMPUTATIONS 26.5%
OTHER 6.9%
GENERAL & SYSTEMIC 14.0%
BLIND & VISUALLY IMPAIRED 10.6%
LEARNING DISABLED & MENTALLY RETARDED 9.1%
DEAF & HEARING IMPAIRED 3.3%

36,788 clients: 42% under 21 years

week of news, information and entertainment programming for listeners who are eligible for specially equipped radio receivers.

School for the Blind

Oklahoma School for the Blind provided day and residential education services for 109 students from 4 to 21 years old. This school is developing better ways to serve multi-handicapped blind students who are in need of services. Computer program training offered to secondary students was expanded to offer computer-assisted instruction to elementary students in all grade levels.

OSB was reaccreditated during fiscal 1985 by the National Accreditation Council and was reviewed by the North Central Education Accreditation Association for the first time, receiving a perfect score and full accreditation for the 1985-86 school year.

School for the Deaf

The Oklahoma School for the Deaf is a five-day residential program offering specialized educational services for preschool through grade 12, emphasizing language acquisition and development, maximum use of residual hearing, vocational education, social development, athletics and recreation.

Enrollment totaled 149 students, including day students. While the primary disability must be a severe hearing impairment, it is frequently accompanied by one or more additional disabilities. Speech and hearing, social counseling, psychological and family services were also provided to 330 deaf and hearing-impaired students in regular school programs throughout the state.

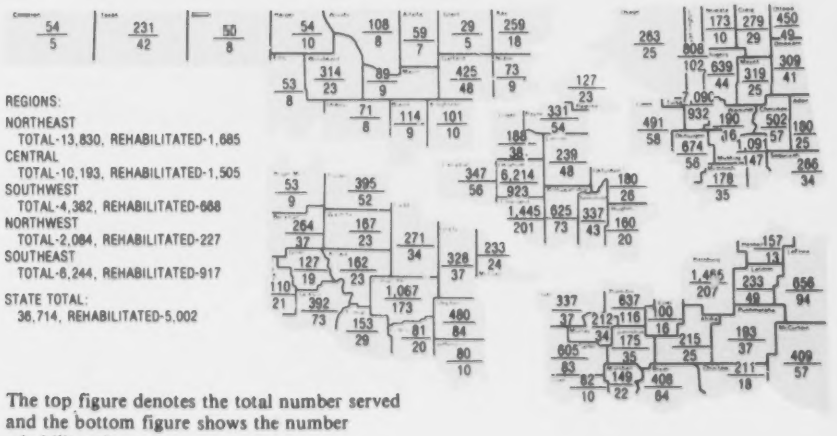
Changes occuring at OSD included the establishment of an academically gifted and talented program, upgrading of the vocational program and increased student accessibility to computers. OSD hosted two summer family learning institutes serving 106 family members of young, multi-handicapped deaf children.

Disability Determination

The Disability Determination Unit in 1985 kept DHS ranked in the top 10 nationally among agencies providing claims processing and review services for Social Security Disability Insurance and Supplemental Security Income. The unit's quality assurance accuracy rate was 97 percent, well over the 92.2 percent bottom threshold established by federal regulations. DDS processed 28,500 claims during the year.

The Regional Commissioner of the U.S. Social Security Administration presented a citation to the unit in November 1984 for unexcelled leadership and contributions to the Social Security Disability program.

Clients served and rehabilitated
By county



The top figure denotes the total number served and the bottom figure shows the number rehabilitated.

AGING SERVICES

1985 Accomplishments

- *The Home Maintenance Aide program provided services to 1,487 individuals in fiscal 1985, more than doubling the 611 served in fiscal 1984.*
- *The Non-Technical Medical Care program has had a 26 percent increase in nurse productivity over the past two years, handling growing caseloads with the same number of nurses in the program.*

The Aging Services Division coordinates DHS services for aging Oklahomans and administers a number of programs. The division provides training and guidance for programs statewide. The division also works closely with other state and private agencies in delivering services to the elderly.

A joint venture with the Governor's Advisory Committee on the Status of Women on the economic needs of older women was completed through a series of six public hearings and a report submitted to Gov. George Nigh and state and federal legislators. More than 800 persons attended the sessions which were held in each congressional district.

Non-Technical Medical Care

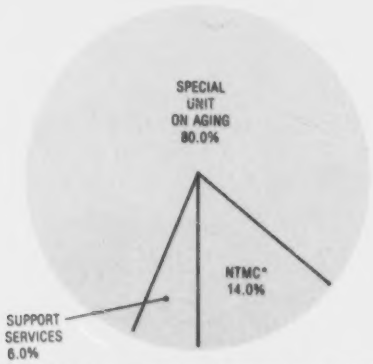
Nearly 3,000 new clients received in-home personal care services of the Non-Technical Medical Care program, for a year-end total of 7,583 elderly and/or disabled persons who continued living in their own homes even though most of them would have required institutional care had in-home services been unavailable.

A staff of 92 registered nurses conducted 15,000 hours of training for 7,300 providers. The provider training program was increased from 20 hours to 40 hours. Additional training is provided in the home related to the specific needs of the client.

The NTMC staff presented information about the program at 72 home health agencies, hospitals, physician offices and community organizations during the year. The staff conducted 65,837 home visits to assess health needs and plan the care clients receive in their homes. This was a 26 percent increase from fiscal 1984.

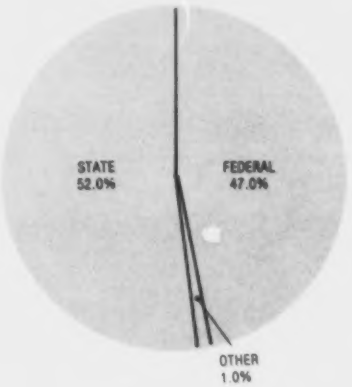
Clients in intermediate care facilities must be re-evaluated annually to justify

Expenditures for aging services
Total: $20.07 million



* NTMC-Non-Technical Medical Care provider payments of $32.2 million are included in medical services.

Receipts for aging services
Total: $2[illegible].2 million



continued need for this level of institutional care. The NTMC staff evaluated 18,891 clients in 355 facilities, compared to 15,351 in fiscal 1984, and assisted Adult Protective Services teams in 41 cases requiring investigation and intervention.

Special Unit on Aging

The Special Unit on Aging, through the 11 Area Agencies on Aging, funds 111 local projects which provide direct services such as transportation, meals and other supportive services to elderly Oklahomans. The Area Agencies on Aging select projects for funding based on the needs of the elderly people in the planning and service areas as well as the availability of existing services.

Special efforts were made to reach disabled, isolated, low-income and minority elderly through outreach services. The unit also sponsors a Minority Task Force representing the Native American, Black, Hispanic and Asian minority groups.

The nutrition program served 2,965,921 congregate meals and 748,935 home-delivered meals in 70 counties to about 52,000 people. The program also provides nutrition education at the meal sites and to participants isolated in their homes.

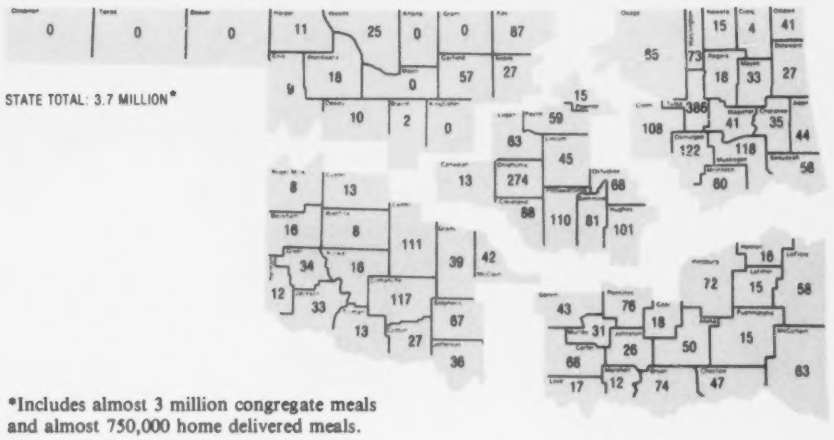
The unit awarded funds to private non-profit agencies to purchase 25 new vans or buses to provide transportation for elderly and handicapped Oklahomans. This makes a statewide total of 284 vehicles in 76 counties purchased since the program began. Funding is supplied by the U.S. Dept. of Transportation. These vehicles traveled 2.3 million miles, making 1.06 million one-way trips to meal sites, medical appointments, shopping and special group trips.

The unit launched new employment initiatives, coordinating with other agencies to hold an Elderly Employment Job Fair in Oklahoma City. Funding under the Job Training Partnership Act enabled 353 elderly individuals to be trained and a large percentage placed in private sector jobs in only a few months of operation.

The Volunteer Long-Term Care Ombudsman program recruits volunteers to work on behalf of elderly people in nursing homes, room and board homes and other long-term care facilities, resolving complaints about residents' health, safety and well-being. In 1985, 170 volunteers provided 24,245 hours of service to resolve 4,043 problems, frequently solving the problems before they reached the formal complaint stage. The unit provides education on residents' rights and prepares an annual report on major long-term care issues and an analysis of formal complaints for each long-term care facility.

The Investigative section reviewed 292 formal complaints concerning nursing homes, room and board homes and

Nutrition programs for the elderly
Numbers in thousands of meals served by county



*Includes almost 3 million congregate meals and almost 750,000 home delivered meals.

other residential facilities. Formal complaints filed involved adult abuse, nursing care, financial management, cleanliness, food services and shortages of trained personnel.

The unit sponsored educational activities to increase awareness of the legislative process and major policy issues, including the third Silver Haired Legislature; Senior Day at the Legislature; and Senior Advocates, a grassroots organization of older Oklahomans. Other activities included the 13th annual Statewide Conference on Aging and the third annual Senior Classic Games.

The unit developed a new directory of public housing facilities for the elderly and completed negotiations with Southwestern Bell to launch the Silver Pages Senior Discount program in selected areas of the state. The unit cooperated with Area Agencies on Aging to promote the development of seven support groups for families with an Alzheimer's Disease victim, including chapters in Oklahoma City and Tulsa of the Alzheimer's Disease and Related Disease Association (ADRDA). The unit continued to sponsor an Interagency Task Force to improve communication and coordination with other state agencies.

Support Services

This unit provides policy direction for three programs: Geriatric Day Care, Home Maintenance and Adult Protective Services.

The geriatric day care program for older adults was granted an increase in the reimbursement rate by the Oklahoma Commission for Human Services and requests for proposals were circulated to non-profit community agencies. This is a respite service which enables families and other caregivers to continue to care for an impaired family member at home.

Trained Home Maintenance aides provided chore services for 1,487 financially eligible senior Oklahomans, disabled adults and some families with dependent children with meal planning, light housekeeping, shopping and budgeting, an increase of 143.4 percent from fiscal 1984. Through this service, many persons are able to remain in their homes and prevent premature institutionalization or to maintain a family unit in the face of pressures for dissolution.

The Oklahoma Adult Protective Services Act of 1977 was amended to include incapacitated as well as elderly adults, effective November 1, 1984. Referrals and complaints of abuse climbed to 1,466 from 1,058 in 1984, a 28 percent increase. Training has been given to field staff and law enforcement officers throughout the state on the implementation of the law.

Special Unit on Aging Services
By persons & services

	Persons	Services
Congregate meals	44,141	2,965,921
Home Delivered Meals	8,011	748,935
I & R Service and Outreach	137,097	395,933
Transportation	23,692	1,063,558
In-Home Services	29,053	626,490
Community Services	83,579	905,201
Ombudsman Services	9,271	24,245*
Employment	353	603

*Volunteer hours

OKLAHOMA TEACHING HOSPITALS

1985 Accomplishments

- *Phase I of OTH's computerized information system (PHAMIS) was implemented.*
- *Magnetic Resonance Imaging (MRI) construction was begun this year with completion expected in 1986.*
- *OTH achieved significant economies in operating costs, including reducing the number of employees from 3,690 in July 1984 to 3,390 in July 1985.*

The Oklahoma Teaching Hospitals provide treatment to many of the state's most complex medical cases, as well as routine hospital care and diagnostic and rehabilitative services to many of the state's people. OTH helps educate the state's future health care manpower and supports research necessary to insure continued medical progress.

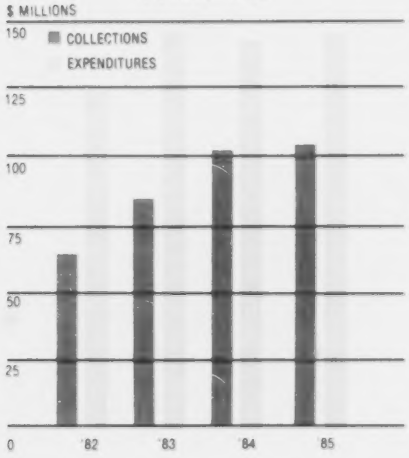
University of Oklahoma College of Medicine faculty physicians working at OTH treated critically ill children and adults needing medical expertise and advanced technology. Services were also provided to hundreds of severely disabled individuals who required lengthy and highly skilled rehabilitation and to many children with complex disabilities and developmental problems who needed expert diagnostic and remedial treatment in order to develop their potential. About 24,000 inpatients and nearly 285,000 outpatients were treated at OTH during the year.

Greater emphasis was placed on ambulatory care services, reflecting changes in consumer preferences and third-party payors' reimbursement practices. It has been estimated that 85 percent of health care will be provided on an ambulatory basis by 1990.

OTH created several committees to explore the feasibility of establishing a Women's and Children's Service, Geriatrics Service and other services which could help OTH lead Oklahoma in developing innovative ways of responding to the health care needs of the state's citizens.

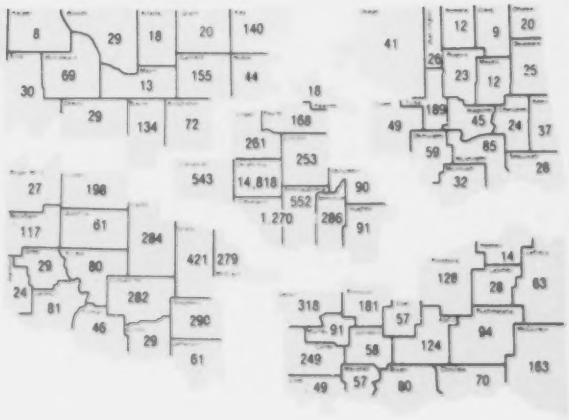
Antonio A. Padilla became the chief executive officer of OTH in October 1984, replacing Dr. Owen M. Rennert, chairman of the Department of Pediatrics, who had accepted the

OTH collections & expenditures
FY 1981—1985



REGIONS	FY'85	FY'84
NORTHEAST	716	830
CENTRAL	18,350	19,600
SOUTHWEST	2,309	2,499
NORTHWEST	851	761
SOUTHEAST	1,824	1,746
OUT-OF-STATE	380	383
STATE TOTAL	24,430	25,819

OTH inpatient admissions
By county of residence



assignment on an interim basis.

The bylaws were changed to allow for the election of the chiefs of staff by the practicing physicians within each hospital, allowing medical staff a more direct mechanism to express their concerns and to have a voice in the overall operation of the hospitals.

A long-range management information plan was developed and PHAMIS was selected as the successful vendor for the first phase of a new computerized hospital information system. The clinic registration portion of the system was nearing installation as fiscal 1985 ended.

OTH finished its first full year of experience with the prospective payment system implemented by the federal Medicare program. OTH also negotiated successfully with Blue Cross and Blue Shield to become designated as a preferred provider organization. The hospital continued pursuing vigorous collection policies in an attempt to defray part of the approximately $40 million in uncompensated care the hospitals must write off each year.

Rate structure reviews and revisions were accomplished for dental and oral surgery, pharmacy, ambulatory surgery, laboratories and CT scan services.

OTH instituted a hiring freeze in December 1984, resulting in a savings of $346,000. Personnel were shifted to areas needing additional manpower from those which had surpluses.

An improved budget system was developed. Annual budgeting projections and monthly accrual budgets are now made available to hospital management.

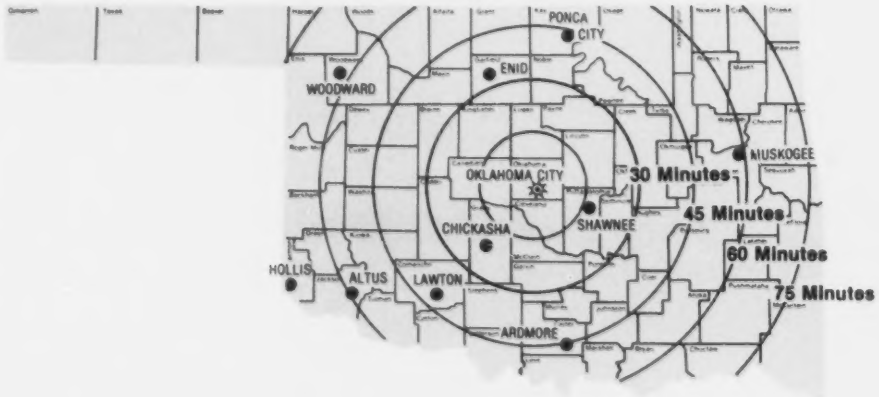
In conjunction with the Office of Personnel Management and the DHS Personnel Resources Division, OTH developed a plan for restructuring the OTH personnel system.

A Physician Time Allocation process was implemented to track the actual time physicians spend in educational, administrative and other hospital duties.

Increased emphasis was placed on public relations efforts to inform the community about OTH programs. OTH management in concert with the medical staff has initiated a strategic planning process which includes an evaluation of the health care environment and consumer, market and service analyses.

Construction was started on a Magnetic Resonance Imaging (MRI) facility in April 1985 with completion scheduled for March 1986. The new technology will provide a significant advance in the ability to detect tumors and other abnormalities without the use of X-rays or other forms of radiation.

Medi Flight
1,200 patients transported one way



DHS REGIONS

Latest estimates show Oklahoma's population to be 3,298,000. Between 1980 and 1984 the population is estimated to have grown by 9.1 percent and migration accounted for 165,000 of the growth.

Growth continued strongest in counties adjacent to metropolitan areas—Canadian, Cleveland, Rogers and Wagoner. Estimates also show population increases in the western "energy" counties of Beckham, Custer, Roger Mills and Washita.

Only seven counties lost population with Tillman, Cotton and Choctaw counties decreasing by about 4.0 percent.

The latest estimates show slight declines since 1980 in the percentage of population age 65 and older, down 0.2 percent to 12.2 percent, and those younger than age 18, down 0.9 percent to 27.4 percent. The percentage of population age 18 through 64 grew by 1.1 percent to 60.4 percent.

Northeast Region A

—Counties. Adair, Cherokee, Craig, Creek, Delaware, McIntosh, Mayes, Muskogee, Nowata, Okmulgee, Osage, Ottawa, Rogers, Sequoyah, Tulsa, Wagoner and Washington.
—1984 Estimated population. 1,114,300, up 91,800 since 1980, ranging from 11,500 in Nowata County to 509,900 in Tulsa County. Estimated changes ranged from +0.6% in Nowata County to +19.7% in Wagoner County.
—Median age. Ranging from Cherokee County, males 27.7 years and females 29.5 years, to McIntosh County, males 38.9 years and females 42.2 years.
—1980 Per capita income. Ranging from $4,408 in Adair County to $12,586 in Washington County.
—1985 DHS expenditures. $300.8 million, ranging from $3.4 million in Nowata County to $126.5 million in Tulsa County.
—1985 Average monthly caseloads. Food stamps: 93,997 recipients, ranging from 1,020 in Nowata County to 33,443 in Tulsa County; AFDC: 29,356 recipients, ranging from 118 in Nowata County to 12,393 in Tulsa County; state supplemental payments to the aged, blind and disabled: 19,312 recipients, ranging from 274 in Nowata County to 4,591 in Tulsa County.

Central Region B

—Counties. Canadian, Cleveland, Hughes, Lincoln, Logan, Okfuskee, Oklahoma, Pawnee, Payne, Pottawatomie and Seminole.
—1984 Estimated population. 1,105,800, up 107,900 since 1980, ranging from 11,900 in Okfuskee County to 622,400 in Oklahoma County. Estimated changes ranged from +4.3% in Hughes County to +22.1% in Canadian County.
—Median age. Ranging from Payne County, males 23.6 years and females 24.6 years, to Hughes County, males 35.8 years and females 41.9 years.
—1980 Per capita income. Ranging from $5,950 in Okfuskee County to $11,422 in Oklahoma County.
—1985 DHS expenditures. $362.7 million, ranging from $3.9 million in Pawnee County to $258.1 million in Oklahoma County.
—1985 Average monthly caseloads. Food stamps: 66,117 recipients, ranging from 1,507 in Canadian County to 38,731 in Oklahoma County; AFDC: 25,943 recipients, ranging from 349 in Pawnee County to 18,451 in Oklahoma County; state supplemental payments to the aged, blind and disabled: 12,905 recipients, ranging from 299 in Pawnee County to 6,289 in Oklahoma County.

Southwest Region C

—Counties. Beckham, Caddo, Comanche, Cotton, Custer, Grady, Greer, Harmon, Jackson, Jefferson, Kiowa, McClain, Roger Mills, Stephens, Tillman and Washita.
—1984 Estimated population. 434,600, up 41,700 since 1980, ranging from 4,400 in Harmon County to 119,400 in Comanche County. Estimated percentage changes ranged from −4.8% in Tillman County to +38.3% in Beckham County.
—Median age. Ranging from Comanche County, males 23.1 years and females 26.3 years, to Greer County, males 35.3 years and females 49.3 years.
—1980 Per capita income. Ranging from $6,962 in Comanche County to $9,635 in Stephens County.
—1985 DHS expenditures. $100.3 million, ranging from $1.1 million in Roger Mills County to $22.8 million in Comanche County.
—1985 Average monthly caseloads. Food stamps: 35,725 recipients, ranging from 382 in Roger Mills County to 8,801 in Comanche County; AFDC: 10,375 recipients, ranging from 40 in Jefferson County to 3,348 in Comanche County; state supplemental payments to the aged, blind and disabled: 7,434 recipients, ranging from 81 in Roger Mills County to 1,057 in Comanche County.

Northwest Region D

—Counties. Alfalfa, Beaver, Blaine, Cimarron, Dewey, Ellis, Garfield, Grant, Harper, Kay, Kingfisher, Major, Noble, Texas, Woods and Woodward.
—1984 Estimated population. 265,100, up 14,500 since 1980, ranging from 4,000 in Cimarron County to 65,400 in Garfield County. Estimated percentage changes ranged from −0.6% in Woods County to +15.3% in Kingfisher County.
—Median age. Ranging from Woodward County, males 27.5 years and females 29.4 years, to Grant County, males 37.7 years and females 44.6 years.
—1980 Per capita income. Ranging from $7,967 in Blaine County to $17,411 in Cimarron County.
—1985 DHS expenditures. $69.3 million, ranging from $0.5 million in Cimarron County to $35.9 million in Garfield County.
—1985 Average monthly caseloads. Food stamps: 13,272 recipients, ranging from 115 in Harper County to 3,807 in Garfield County; AFDC: 2,908 recipients, ranging from 1 in Harper County to 910 in Garfield County; state supplemental payments to the aged, blind and disabled: 2,462 recipients, ranging from 33 in Beaver County to 555 in Garfield County.

Southeast Region E

—Counties. Atoka, Bryan, Carter, Choctaw, Coal, Garvin, Haskell, Johnston, Latimer, LeFlore, Love, McCurtain, Marshall, Murray, Pittsburg, Pontotoc and Pushmataha.
—1984 Estimated population. 378,200, up 17,150 since 1980, ranging from 5,900 in Coal County to 46,900 in Carter County. Estimated percentage changes ranged from −3.7% in Choctaw County to +9.2% in Garvin County.
—Median age. Ranging from McCurtain County, males 28.2 years and females 30.9 years, to Marshall County, males 37 years and females 43.6 years.
—1980 Per capita income. Ranging from $4,157 in Pushmataha County to $9,000 in Carter County.
—1985 DHS expenditures. $168.9 million, ranging from $0.2 million in Love County to $14.0 million in Carter County.
—1985 Average monthly caseloads. Food stamps: 52,807 recipients, ranging from 651 in Love County to 7,426 in McCurtain County; AFDC: 12,859 recipients, ranging from 55 in Love County to 1,973 in McCurtain County; state supplemental payments to the aged, blind and disabled: 14,544 recipients, ranging from 266 in Love County to 1,941 in McCurtain County.

DHS MAJOR PROGRAMS AND SERVICES

	Programs
AFDC (Aid to Families with Dependent Children)	Cash grant for basic needs, training/employment services, day care assistance for families with children who are deprived of support because of a parent's death, incapacity or absence.
EMERGENCY ASSISTANCE & GENERAL ASSISTANCE	Limited short-term help for needy families with children and other individuals or families who may not meet requirements for AFDC or aid to the aged, blind or disabled.
SSI (Supplemental Security Income)	A federal program of cash grants for the needy elderly, blind and disabled. (Administered by Social Security offices.)
SSP (State Supplemental Payments)	State-funded supplemental cash grants for needy aged, blind and disabled Oklahomans, some of whom are not covered under the federal Social Security or SSI programs.
MEDICAID	Medical care for low-income people: Direct payments are made to health providers for hospital inpatient care, nursing home care and limited outpatient services provided by physicians, dentists, pharmacists and other providers.
FOOD STAMPS	Coupons that can be used like money to buy food, available to low-income households that meet eligibility standards.
LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM	Benefits to help low-income, elderly and disabled persons with fuel and utility bills.
REHABILITATION SERVICES	Vocational, rehabilitative and visual services to help needy persons with disabilities function independently, leading to gainful employment where feasible.
DEVELOPMENTAL DISABILITY SERVICES	Institutions, group homes, sheltered workshops and community services for mentally retarded and other developmentally disabled children and adults.
CHILD SUPPORT ENFORCEMENT	Services to help families find missing parents, obtain child support, establish paternity and to help a family remain financially independent. Information hotline: 1-800-522-2922.
DAY CARE	Care for children outside of their home for low-income families who need child care help and supervision while the parent is working, is in job-related training or is seeking employment.
FOSTER CARE	Children who can no longer live with their parents receive full-time care while parents receive social services to improve family functioning or a permanent placement is developed.
ADOPTION	Aid in locating adoptive homes and assistance for children whose parents can no longer care for them. Counseling and support are provided to the child and adoptive parents.
CHILD PROTECTIVE SERVICES	Protection for those under 18 who are reported or found to be abused, maltreated or neglected. Hotline: 1-800-522-3511
ADULT PROTECTIVE SERVICES	Services provided to those 18 or older who are harmed or threatened with harm, unable to protect themselves or their interests, and who have no one who can help. Hotline: 1-800-522-3511
AGING SERVICES	Funding, administration and technical assistance for Older Americans Act programs including congregate meals, transportation, senior centers and in-home and community services.
LONG-TERM CARE OMBUDSMAN	Trained volunteers help receive, investigate and document complaints made by or on behalf of residents in nursing homes and other long-term care facilities.
NON-TECHNICAL MEDICAL CARE	Nurse-supervised in-home services by trained providers to help low-income elderly or handicapped Oklahomans whose serious health problems would otherwise require nursing home care.
HOME MAINTENANCE AIDE SERVICES	Similar to NTMC, it provides non-medical services to help improve clients' functioning at home.
ELDERLY ADULT DAY CARE	Respite care for persons age 60 or older during part of a day to provide social development which is not available at home and to prevent unnecessary institutionalization.
SSI-DISABLED CHILDREN'S PROGRAM (Supplemental Security Income)	Health care and social services for disabled children who receive federal Supplemental Security Income benefits.
CRIPPLED CHILDREN'S SERVICES	Medical services for children, supplementing the services available through the Medicaid program.
COURT RELATED & COMMUNITY SERVICES	Services for juveniles younger than 18 with law violations, behavior problems and beyond parental control. Intake, probation, restitution and parole services in 74 counties; parole services only in Comanche, Oklahoma and Tulsa counties.

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Correction

In the section devoted to Oklahoma Teaching Hospitals on page 33, column 2, the opening sentence of paragraph 2 should read:

OTH instituted a hiring freeze in December 1984, resulting in an annualized savings of $7.2 million.